CUSTOMER RESOURCE TIMELINESS INDEX

1. Percent of funds received from Military Service customers 80 days of the appropriation act

FY 06 Analysis (GREEN):

- Navy – 99%
- Marine Corps – 96%
- Air Force – 98%

2. Percent of orders received from Military Service customers 80 days of appropriation act.

FY 06 Analysis (GREEN):

- Navy – 95%
- Marine Corps – 93%
- Air Force – 84%

CUSTOMER RESOURCE TIMELINESS INDEX (Cont.)

3. Number of Unplanned Orders: Measures the value of walk-in o
of each of the Military Services

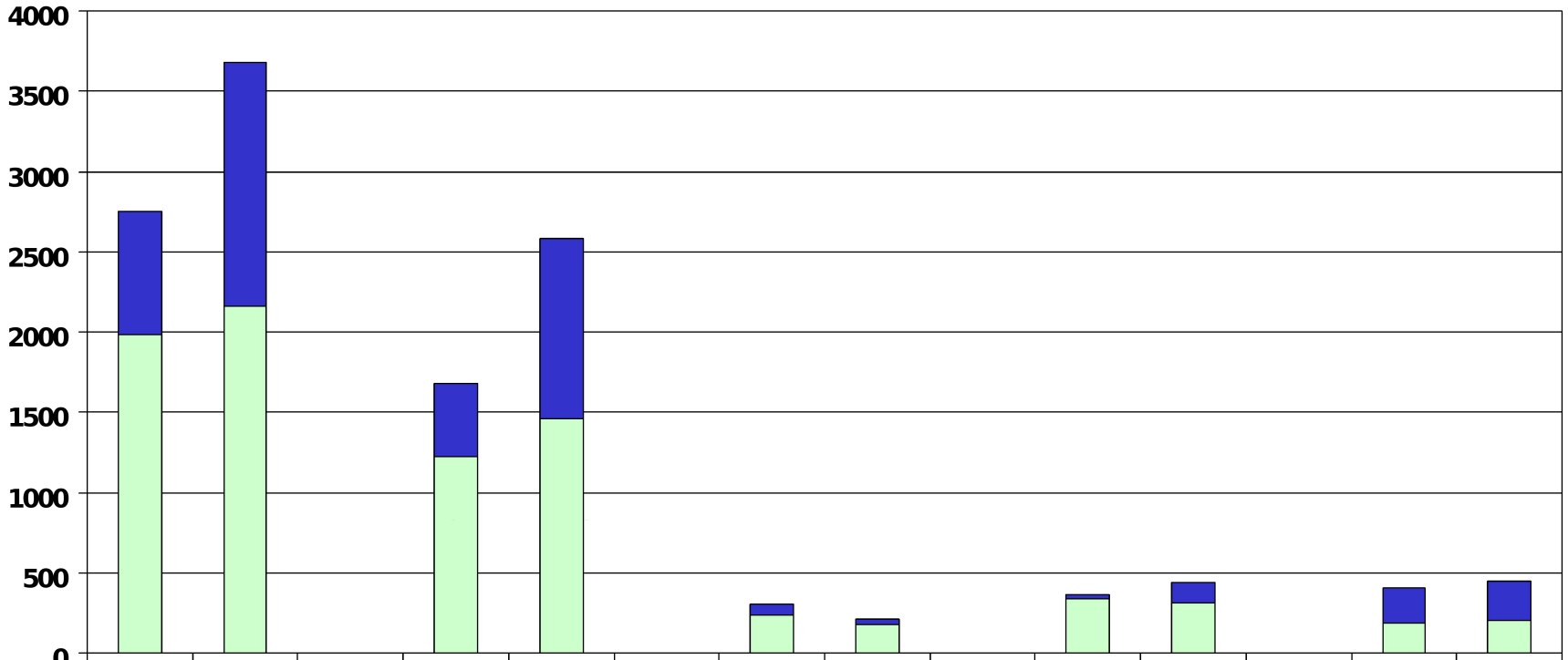
FY 06 Analysis (GREEN):

Army – 43% of total orders were unplanned ($1,192.2M)
Navy – 16% of total orders were unplanned ($33.7M)
Marine Corps – 55% of total orders were unplanned ($248.7M)
Air Force – 28% of total orders were unplanned ($122.8M)

FY 07 Recommendation: Leave metric status quo

NUMBER OF UNPLANNED ORDERS BY MILITARY SERVICE

$M



	FY05	FY06		FY 05	FY 06		FY 05	FY 06		FY 05	FY 06		FY 05	FY 06
Unplanned	762.7	1524.4		462	1119.2		63.9	33.7		20.9	122.8		215.9	248.7
Planned	1984.9	2158.4		1221	1464.1		236.9	179.3		337.9	314.4		189.1	200.6

Total **Army** **Navy** **USAF** **USMC**